



Certificate of Satisfaction: Job Completion

Customer Name: _____ Date of Loss: _____
Loss Address: _____
City: _____ State: _____ Zip: _____
Team Members: _____ Claim Number (if available): _____

SERVPRO® and its Franchisees strive to be the Premier Cleaning and Restoration Company.
Please take a moment to complete the following questionnaire and help us evaluate how we're doing.

On a scale of 1 to 10, with 1 being "Strongly Disagree" and 10 being "Strongly Agree," how would you rate the following:

- | | Strongly
Disagree | | | | | | | | | | Strongly
Agree |
|---|----------------------|---|---|---|---|---|---|---|---|----|-------------------|
| 1. The SERVPRO® Franchise's office staff was courteous, polite and helpful throughout the duration of the job. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 2. The SERVPRO® Franchise's on-site personnel were prompt, courteous and attentive to my concerns. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 3. The SERVPRO® Franchise's on-site personnel clearly explained the cleaning and restoration process throughout the duration of the job. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 4. I was confident in the knowledge and professionalism of the SERVPRO® Franchise's on-site personnel who performed the services at my home or place of business. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 5. I was impressed by the SERVPRO® Franchise's on-site personnel that performed services at my residence or place of business. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 6. I would use the SERVPRO® Franchise who assisted me during this loss for future cleaning and/or restoration needs. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 7. I would recommend the SERVPRO® Franchise to my friends, family and colleagues. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 8. Overall, I am satisfied with the service(s) provided by the Servpro® Franchise. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 9. What recommendations would you have to help the SERVPRO Franchise improve its performance in the future? | | | | | | | | | | | |
| 10. Additional Comments: | | | | | | | | | | | |

Customer, _____, acknowledges that the restoration / cleaning project for which the SERVPRO® Franchise has provided Emergency Services has been performed to the customer's satisfaction.

Signature: _____ Date: _____

Thank you for your feedback. We appreciate your patronage and look forward to serving your future cleaning and restoration needs.